

Louisiana Department of Children and Family Services

CUSTOMER COMPLAINT FORM

In accordance with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973, as amended, no person shall on the ground of age, sex, religion, race, color, national origin, political belief or disability be excluded from participation in; be denied the benefits of or be subjected to discrimination or rude/hostile treatment under any program or activity conducted by the Louisiana Department of Children and Family Services either directly or indirectly or through contractual or other arrangements. Any person who believes that he/she has been subjected to illegal discrimination may file a written complaint.

1.	Complainant's Name	
	Address	
	Phone	
2.	List below the organization, office, or individual accused of illegal discriminatory practices, the address or location of the organization office or individual, and the program involved such as SNAP, FITAP, Foster Care, etc.	
	Name	
	Location	
	Program	
3.	Date(s) of Alleged Incident (Complaints must be filed within 180 days of the alleged incident.)	
4.	Basis of Complaint (check all those that apply)	<input type="checkbox"/> Race <input type="checkbox"/> Sex <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> Disability <input type="checkbox"/> Religion <input type="checkbox"/> Age <input type="checkbox"/> Political Affiliation
5.	Other Basis of Complaint (check if applicable - not all prohibited bases apply to all programs/services)	<input type="checkbox"/> Hostile/Rude Treatment
6.	Nature of Complaint (Describe fully. Attach additional pages if necessary)	

7.	Witness(es) to Incident	
	Name	
	Address	
	Phone	
	Name	
	Address	
	Phone	
8.	Complaint Processing (Submit this completed form to DCFS or the appropriate federal agency.)	
	<p>LA Department of Children and Family Services Bureau of General Counsel Civil Rights Section P.O. Box 1887 Baton Rouge, LA 70821 (225) 342-0309 DCFS.BureauofCivilRights@LA.Gov AND/OR</p>	
	SNAP Program	<p>To file a complaint of discrimination, write United States Department of Agriculture Director, Office of Adjudication 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410</p> <p>800-795-3272 (voice) (202)-720-6382 (TTY) "USDA is an equal opportunity provider and employer"</p>
	Other Programs, such as FITAP, Child Care, Foster Care, etc.	<p>US Department of Health & Human Services, Director Office for Civil Rights 1301 Young Street – Suite 1169 Dallas, Texas 75202 (214) 767-4056 (voice) (214) 767-8940 (TDD) "DHHS is an equal opportunity provider and employer"</p>
Signature		
Date		

"LA DCFS is an equal opportunity provider and employer."